

E-SERVICE BUSINESS MODEL

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ABSTRACT OF THE DISCLOSURE

A method is described for deriving an e-service management strategy based on business process model. Specifically, given a business process specification that describes the business process of an e-service as well as an infrastructure specification that describes an infrastructure that supports the e-service, an e-service management strategy can be derived aiming at ensuring the service quality of the e-service by incorporating the needs imposed by the business process in the criteria for managing the infrastructure and by monitoring the impact of the infrastructure on the e-service in accordance with the business process.

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